



DEFENSE LOGISTICS AGENCY
THE DEFENSE CONTRACT MANAGEMENT COMMAND
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FT. BELVOIR, VIRGINIA 22060-6221

JUN 13 1997

IN REPLY
REFER TO


AQOG

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT DISTRICTS

SUBJECT: DCMC Memorandum No. 97-015, Deficiency Reports on Products Not
Inspected/Accepted by DCMC (INFORMATION)

This is an INFORMATION Memorandum. Target Audience: DCMC personnel involved
with Deficiency Reports.

The purpose of this memorandum is to clarify DCMC's policy on customer requests for investigations when DCMC did not inspect or accept the product. Our customers rely on our knowledge of contractor processes and procedures. At times, they will request that we conduct an investigation on products we did not inspect or accept. We are in a unique position to provide this type of assistance. We are a customer oriented organization and our goal is to ensure customer satisfaction and add value to the process. Each employee should make every attempt to assist our customers by providing equal treatment to all customer requests for investigations. HQ DCMC point of contact is John Childers, Product and Manufacturing Assurance Team, AQOG, at DSN 427-2366 or (703) 767-2366, e-mail:john_childers@hq.dla.mil.


JILL E. PETTIBONE
Executive Director
Contract Management Policy